

# EHCP: Parent Guide to Setting up a Parent Portal Account

## Contents

Introduction .....	2
New User Registration.....	3
Password Policy.....	4
Existing Users.....	5
Logging In.....	5
Accepting the Invitation .....	6
Logging Out.....	7
SEND Dashboard.....	8
Messages .....	9
Sending Messages.....	9
Inbox and Messages Received .....	10
Replying to Messages.....	11
Documents to View.....	11
Actions to Complete .....	12

## Introduction

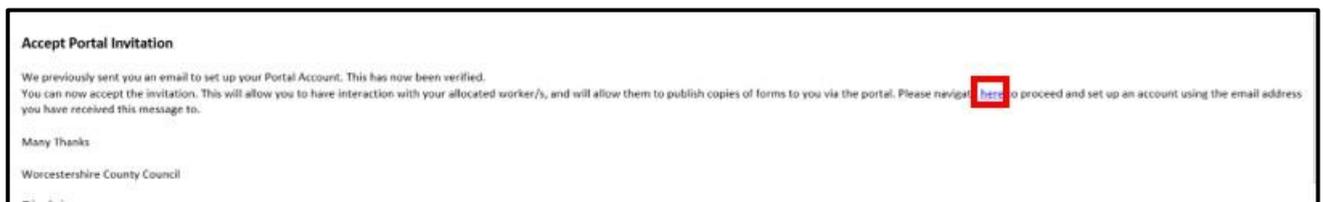
There is now a new Parent Portal that can be used to communicate with the SEND teams at Worcestershire County Council. This will allow parents/young people to send messages and also receive messages and updates when decisions have been made regarding the EHCP Assessment Request process.

An invite will be sent from the SEND Assessment team for the parent/young person to verify their identity and then a request to register the account on the portal. This guide will cover this process.

An email will be sent to the email address used for the request for assessment. It will contain a unique code. This code will need to be quoted when verifying identity. Please contact the SEND team for verification.



Once verified, another email invitation will be sent to the verified email address. This will be titled **Accept Portal Invitation**. This email will contain a link. Please click on the link to proceed to the account set up screen.

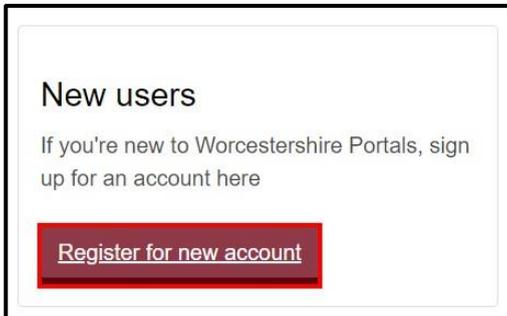


If the parent/young person already has an account, then just login as normal. This will be the case if the application for assessment request was submitted online via the new form. If no account is held, then a new account will need to be registered.

## New User Registration

An account is needed to use the system. Please register an account.

Click on **Register for new account**



**New users**

If you're new to Worcestershire Portals, sign up for an account here

[Register for new account](#)

Complete all the details. Any section with a red \* is mandatory and has to be completed before the account can be set up. Scroll down the page for all the boxes to be visible.

**Do not tick the box 'Is this account being used in a professional capacity'**



Forename  \*

Surname  \*

Is this account being used in a professional capacity?

Property name

House number or name

Street  \*

Area

Click **Next** (at the bottom of the screen)

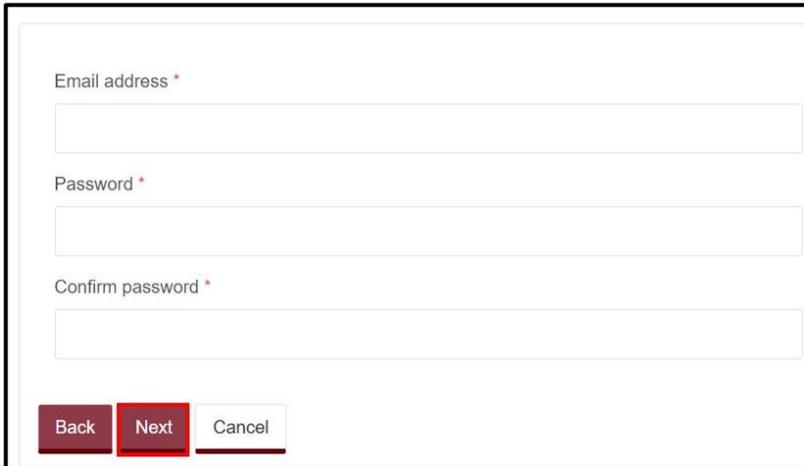


# Liquidlogic User Guide

Add the email address. Please make sure it is spelt correctly as this is how to access into the system in the future.

**Add a password** that is easily remembered, but not one that is commonly used. It will also need to meet the password criteria (see below) for it to be allowed.

Add the password again in the Confirm Password box. Click **Next**



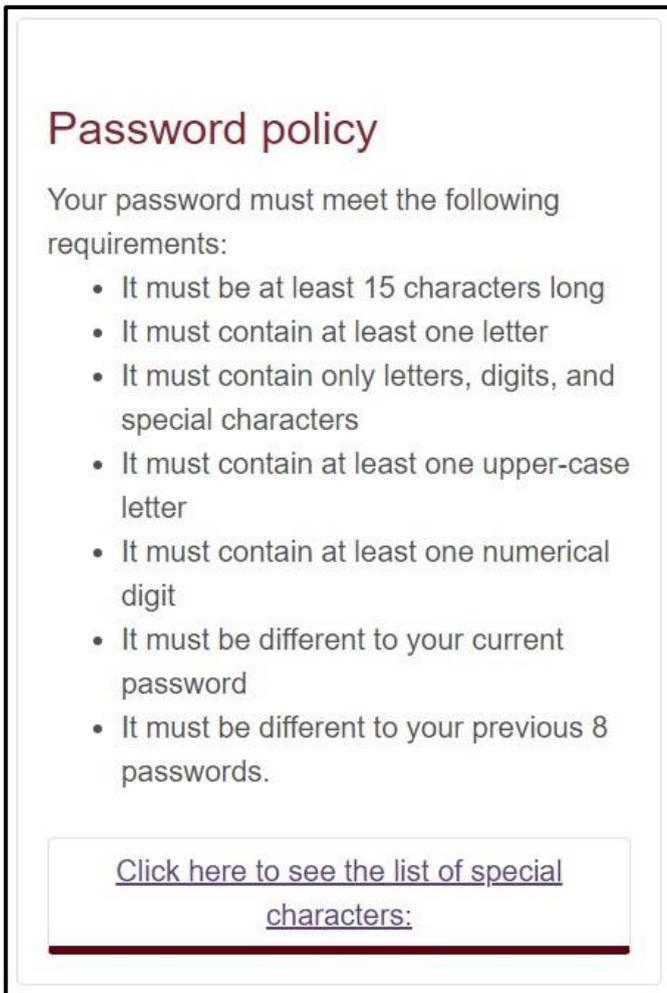
Email address \*

Password \*

Confirm password \*

Back Next Cancel

## Password Policy



### Password policy

Your password must meet the following requirements:

- It must be at least 15 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must be different to your current password
- It must be different to your previous 8 passwords.

[Click here to see the list of special characters:](#)

# Liquidlogic User Guide

An email containing a verification code will be sent to the registered email. Please enter the code in the box. The easiest way to do this is by copy and paste, but it can be typed in. Check the number is correct before continuing.

If the email is not received, check spam or junk mail folders.

**Register a new account - step 3**

We have just sent you an email to confirm your email address. Please enter the code this contains below. Use the **back** button below if you would like to change your email address and try again or **Please send me a new code** if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

Code \*

Once the code is entered and checked, click Next

**Back** **Next** **Cancel**

If the code is not recognised, click on **Please send me a new code link**

[Please send me a new code](#)

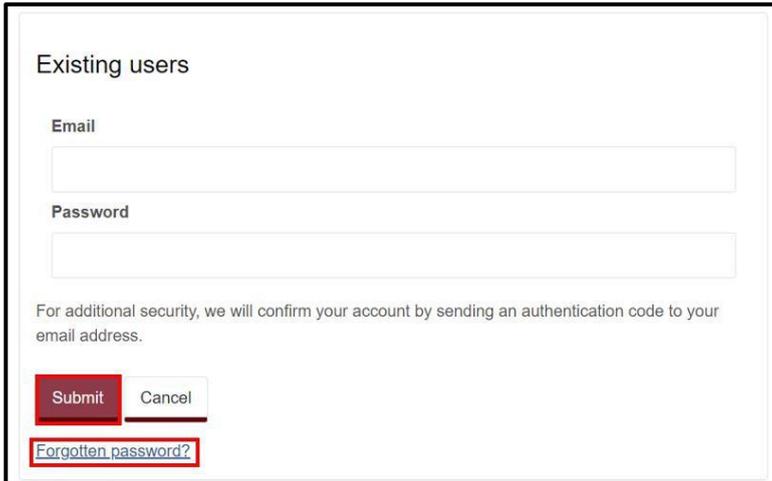
The account has now been registered.

## Existing Users

### Logging In

Existing users only need to login, rather than register.

Enter the **email address registered** and the **password** (see [Password Policy](#) above) and then click **Submit**. Click **Forgotten password** to reset.



Existing users

Email

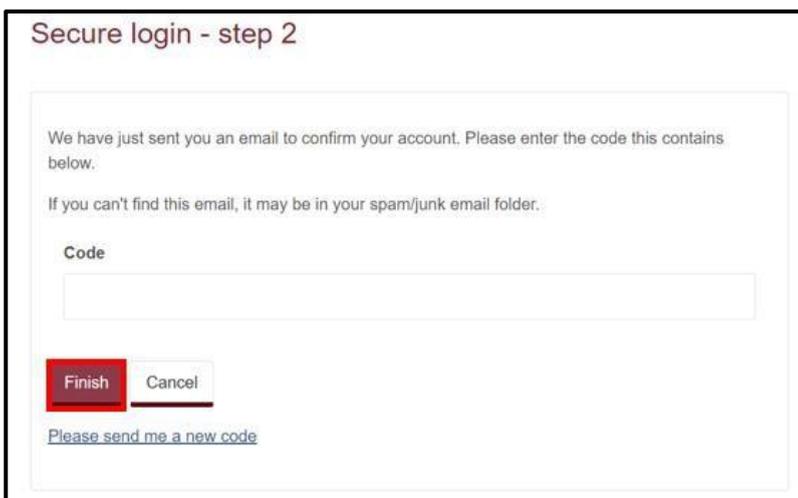
Password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Forgotten password?](#)

A code will be sent to the registered email address. This code is for one time use only. A new code will be sent each time you log in.

Add the code and click on **Finish**



Secure login - step 2

We have just sent you an email to confirm your account. Please enter the code this contains below.

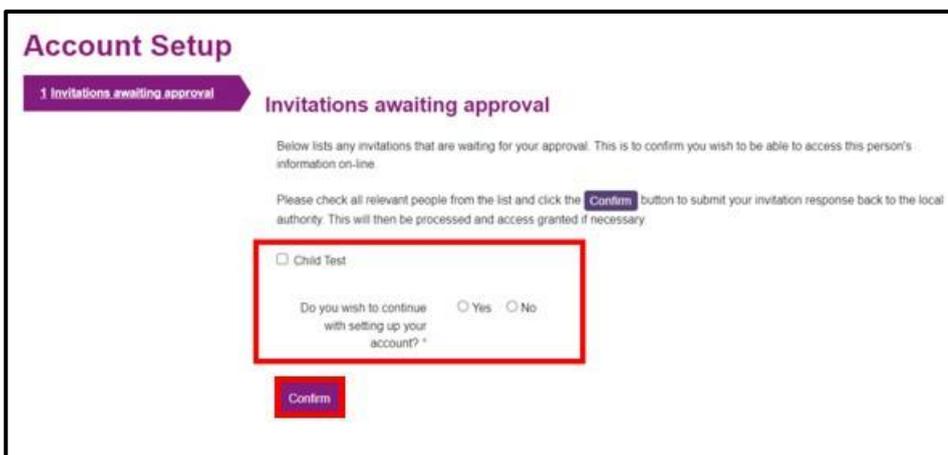
If you can't find this email, it may be in your spam/junk email folder.

Code

[Please send me a new code](#)

## Accepting the Invitation

The invitation can now be accepted. **Select the child by ticking the box and then select Yes to continue setting up the account. Click Confirm**



Account Setup

1 Invitations awaiting approval

### Invitations awaiting approval

Below lists any invitations that are waiting for your approval. This is to confirm you wish to be able to access this person's information on-line

Please check all relevant people from the list and click the **Confirm** button to submit your invitation response back to the local authority. This will then be processed and access granted if necessary

Child Test

Do you wish to continue with setting up your account? \*  Yes  No

Click **Submit**

**Confirm**

Have you entered all the information you need to?

You will not be able to make any further changes once you press the "Submit" button.

An email will now be sent confirming the account activation.

**Portal Activation.**

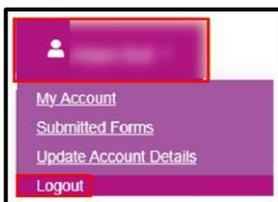
Your portal account has been activated.

[Click here to open the portal](https://ehmportaltest.worcschildrenfirst.org.uk), or enter the web address <https://ehmportaltest.worcschildrenfirst.org.uk> into your web browser.

This link can be used to access the portal once the SEND Team have confirmed your account.

## Logging Out

Once the account has been set up, log out of the portal. To do this go to the top right-hand corner of the screen and click on the name/person icon. Then click Logout when the menu is displayed.



SEND will now activate the EHCP Portal account.

When this has been completed an email will be sent to the registered email address confirming access to the SEND dashboard. This contains the link to the portal for future use.

It is worth adding the link to internet browser favourites or desktop for ease of access.

**Portal access to customer SEND record**

Your customer SEND record is now available, Please navigate to the [Worcestershire Children First Portal](#) to proceed to view the relevant records.

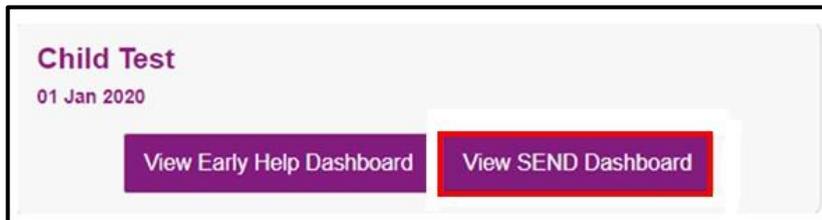
Many Thanks

SEND Team, Worcestershire Children First

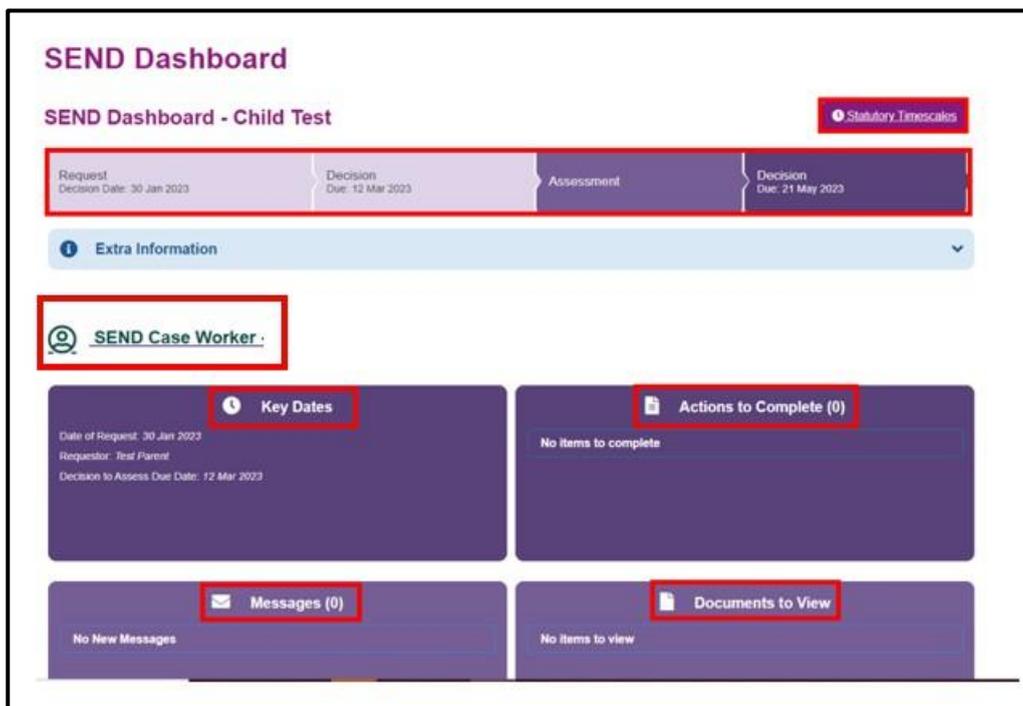
Once the confirmation has been received, the parent/young person can now log in. Click on the link in the email and log in using the code sent once the email and password have been added. For how to do this, please see [Logging In](#) section of this guide.

## SEND Dashboard

Once logged in, the Portal screen will be displayed. Click on SEND Dashboard under the child's name.



The SEND Dashboard will give details of the Statutory Timescales and the stage at which the case is. It will also give Key Dates, any actions that need to be completed by the parent/young person such as completing forms etc. It will also display any messages and also will display documents such as letters and the draft/final plans if these have been issued. The SEND Caseworker Name will also be displayed.

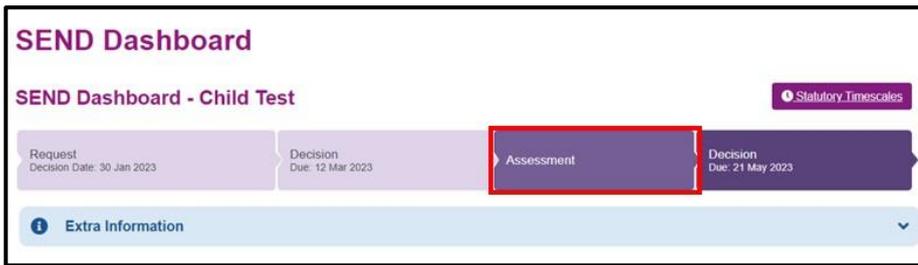


For more information about the current stage, click on **Extra Information**.



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The current stage of the request will be displayed in purple:



## Messages

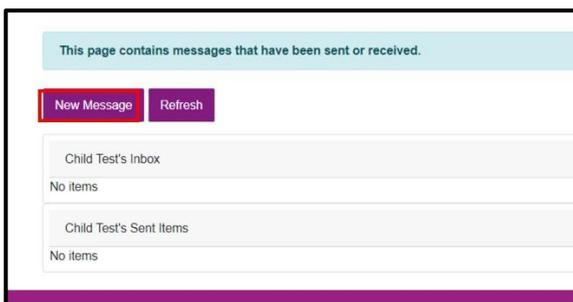
The Parent Portal allows messages to be sent to and received from the allocated caseworker.

### Sending Messages

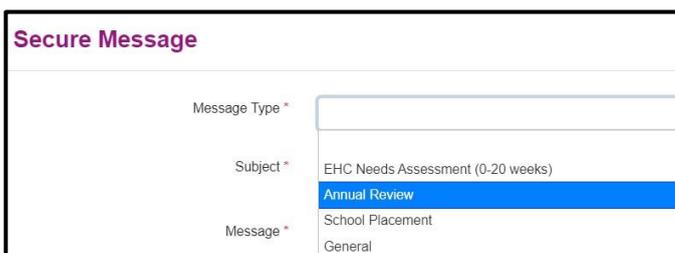
**Click** anywhere on the message box.



### Click **New Message**

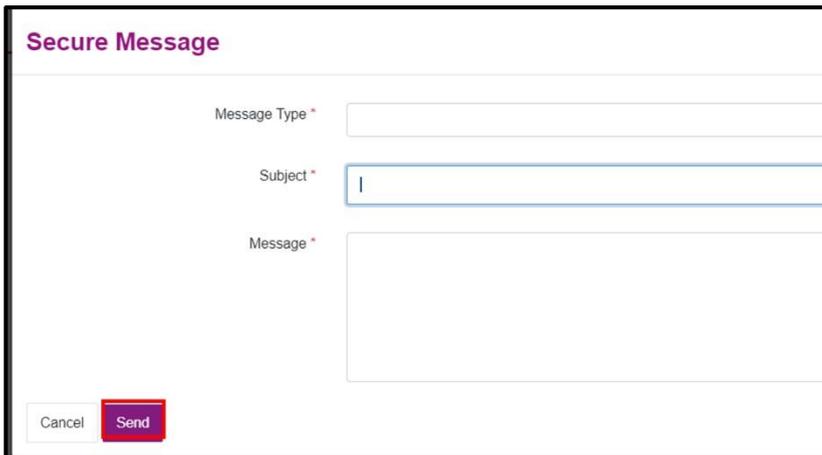


Select a **Message Type** from drop down



# Liquidlogic User Guide

Add the Subject and then type the message. Click **Send**



**Secure Message**

Message Type \*

Subject \*

Message \*

Cancel Send

The message will be displayed under Sent Items



Child Test's Sent Items				
▼ Date	Type	From	To	Subject
30 Jan 2023 14:45	EHC Needs Assessment (0-20 weeks)			Test

## Inbox and Messages Received

New Messages received will be displayed in the Inbox



New Message Refresh

Child Test's Inbox

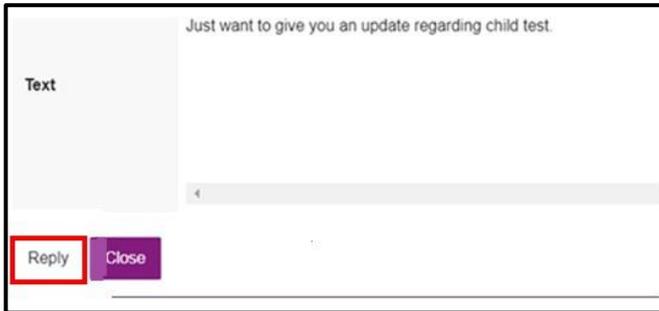
▼ Date	From	To	Subject
30 Jan 2023 12:04	Gemma		Update

Child Test's Sent Items

Click on the message to read it.

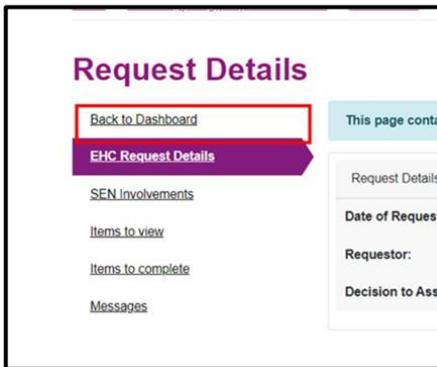
## Replying to Messages

To reply to a message that has been received, click on **Reply**



To exit the message, just click on the X in the corner of the screen.

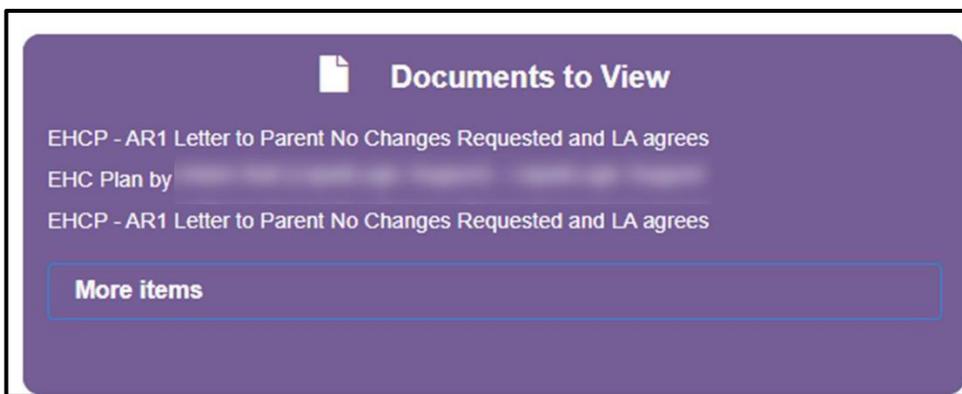
Click Return to Dashboard to go back to the main screen.



## Documents to View

The SEND teams can send documents to view via the portal. These could include letters and copies of the plan.

Click on the **Documents to View** box.



## Liquidlogic User Guide

To view the document **click on the description**.

This page contains a selection of your documents stored by SEND.

Ehcp20 Test's Documents to View

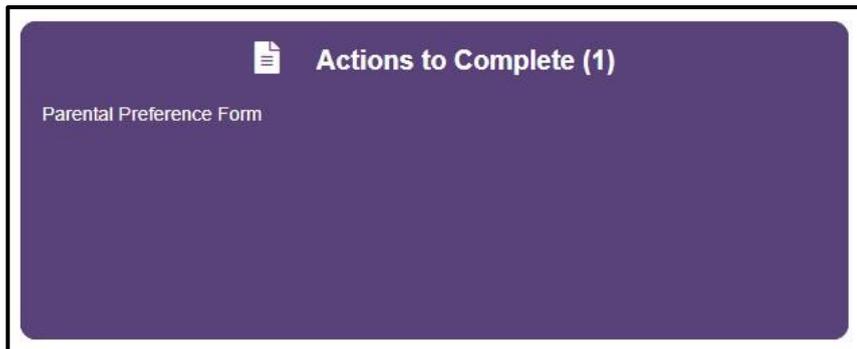
Published Date	Document Date	Description
<a href="#">23 Jan 2023</a>	23 Jan 2023	<b>EHCP - AR1 Letter to Parent No Changes Requested and LA agrees</b>
<a href="#">20 Jan 2023</a>	19 Jan 2023	EHC Plan by

The document will download to the **downloads folder on your device** for you to **view**.

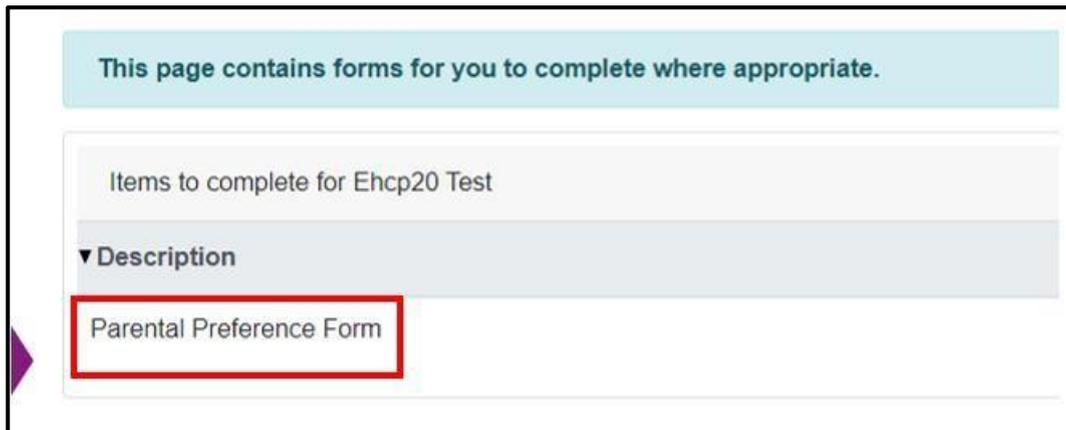
## Actions to Complete

The SEND team may send additional forms to complete such as the Parental Preference Form.

To access these forms, click on the **Actions to Complete** box.



Click on the text to open the form



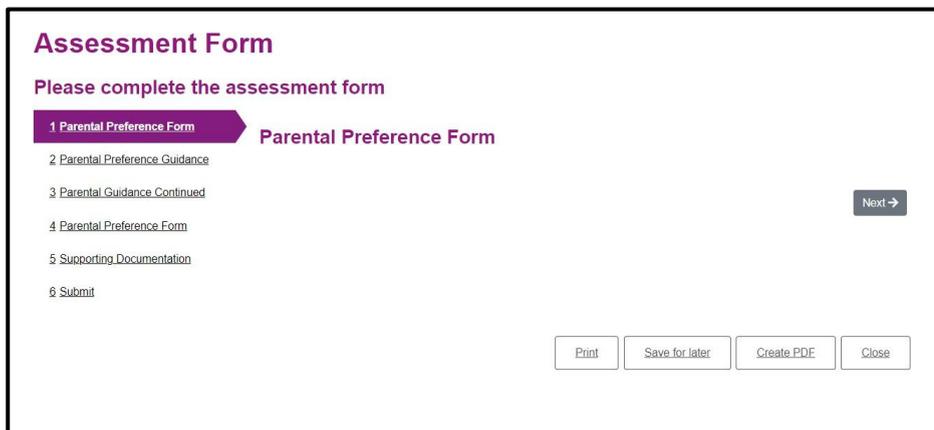
This page contains forms for you to complete where appropriate.

Items to complete for Ehcp20 Test

▼ Description

Parental Preference Form

Complete the form by following the on-screen instructions and **submit**.



## Assessment Form

Please complete the assessment form

- 1 Parental Preference Form
- 2 Parental Preference Guidance
- 3 Parental Guidance Continued
- 4 Parental Preference Form
- 5 Supporting Documentation
- 6 Submit

Next →

Print Save for later Create PDE Close